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## SUBJECT GROUP 1700-1799 MORALE AND PERSONAL AFFAIRS

## SUBGROUP 1754 - FAMILY SUPPORT PROGRAMS

1754.1 Family Advocacy Program (FAP). The mission of the Family Advocacy Program is to support a ready Navy force in this region, build healthy Navy families, and sustain a strong Navy community through comprehensive approaches to prevention, intervention, training, research, and evaluation addressing abuse and neglect in Navy families. FAP storefront locations and phone numbers are listed in Appendix A.

1754.2 Family Advocacy Program Servicesa. FAP Case Management

(1) Eligibility - Cases are eligible for FAP services if:

(a) Either the victim or the offender is an active duty service member (Navy or Marine Corps) or family member entitled to military medical care.

(b) There is a current allegation of child/spouse/partner abuse (physical, emotional, sexual, neglect) or there is imminent risk of harm to the victim.

(2) Case management services include: receiving reports of child or spouse/partner abuse, completing eligibility screenings and safety assessments, conducting safety planning, making notifications to commands and other agencies, completing comprehensive risk assessments, presenting cases to Case Review Committees for determinations and recommendations, monitoring cases through case closure, and maintaining liaison with commands regarding cases.

b. Counseling Services - Group counseling for active duty male spouse abuse offenders; group counseling for non-offending caretakers of sexually abused children.

c. Psychosexual Evaluations/Treatment - Evaluation and group therapy for active duty child sexual abuse offenders.

d. Child Counseling - Individual, group, and family counseling for children who witnessed domestic violence in their homes or were victims of child abuse; referrals to community services.

e. Victim Services - Crisis intervention, information and education, safety assessment and planning, non-emergency transportation, referrals, support group, and accompaniment to court/agencies for spouse abuse victims.

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f. New Parent Support Services - Information, referrals, education, screening, and assessment for new and expectant parents.

1754.3 Family Services Centers (FSCs). Provide information and referral, education and training, counseling and advocacy to assist commands in achieving operational readiness and facilitate personal and family self-sufficiency. Appendix A lists the locations and phone numbers for all Hampton Roads Family Services Centers.

1754.4 Family Services Center (FSC) Key Functions and Services

a. Information and Referral Services

(1) FSCs provide accurate information and referral to military and civilian resources. Most frequently requested information includes: financial, relocation, deployment, mental health care, childcare, ombudsman and command careline numbers.

(2) Senior enlisted staff provides Information and Referral Crisis Intervention 24 hours a day, 7 days a week at FSC Norfolk. This regional assistance includes a wide range of subjects from routine information to crisis intervention. Emergency after-hours Navy-Marine Corps Relief assistance is also provided. A military information booth at Norfolk International Airport is staffed 18 hours daily.

b. Crisis Response Services. FSCs stand ready to provide rapid intervention in times of crisis. They frequently serve as a focal point of the command's response to personal and family needs during natural disasters, mobilization, repatriation, critical incidents and mass casualties. FSCs also provide humanitarian and crisis response consultations upon request from command leaders and first responders (e.g., fire, police, medical personnel, and professional/volunteer colleagues, etc.).

c. Deployment and Mobilization Support. FSCs in conjunction with active and reserve component commands, their Navy Family Ombudsman organizations, and chaplains work to ensure the flow of information relative to mobilization and deployment, and provide support and assistance to command leaders, service members and their families throughout the deployment cycle. Pre-, mid- and post-deployment services are available for all Navy and Marine Corps commands, service members and their families.

d. Ombudsman and Key Volunteer Network Support

(1) FSCs provide training, consultation and community information and referral services for Navy Family Ombudsman and Family Support Groups. Additionally, FSCs provide liaison and support services for Ombudsman/Key Volunteer Councils, Assemblies, Chairpersons and At-Large Officials.

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(2) The Hampton Roads Ombudsman Advisory Council Chairperson, appointed by COMNAVREG MIDLANT, maintains an office at FSC Norfolk. This office is available to provide assistance to command leadership and area ombudsmen. The FSC maintains a roster of area ombudsmen and to ensure it remains current, a copy of all letters of appointment should be forwarded to the Hampton Roads Ombudsman Assembly Chairperson at FSC Norfolk, 7928 14<sup>th</sup> Street, Suite 102, Norfolk, VA 23505-1219.

(3) The FSC Norfolk Ombudsman Training Coordinator coordinates ombudsman training and maintains the class schedule. The Ombudsman Training Coordinator provides FSC liaison and support to the Hampton Roads Navy Family Ombudsman Program as specified in COMNAVREGMIDLANTINST 1750.10 series.

e. Personal Financial Management Support

(1) FSCs provide proactive financial education, training and counseling, with emphasis on personal and family financial planning and budgeting. FSCs ensure that lifecycle financial planning is available to service members throughout their career. FSCs utilize internal and external referral resources, e.g. Legal Service Offices, Navy-Marine Corps Relief Society, Consumer Credit Counseling Services, and service credit unions, when remediation is necessary.

(2) Financial education services provided include basic and advanced Command Financial Specialist (CFS) Training. Each is a five-day course designed to assist senior service members in providing basic budget counseling and command training. Monthly updates on financial topics are provided through the CFS forum. Division Officers' Financial Leadership Seminars are held quarterly for junior officers and division chief petty officers.

f. Life Skills Education. FSCs ensure the availability of educational programs designed to assist individuals and families in meeting the unique challenges of military family life. These programs assist attendees in developing skills in areas of communications, parenting, relationships, stress management, conflict resolution, anger management, rape prevention, and suicide prevention.

g. Relocation Service. Information and classes are available to members and their families relocating to or from Hampton Roads. Basic household items such as futons, playpens, car seats, irons, ironing boards are available for use by personnel with PCS orders.

h. Transition Assistance Management Program

(1) FSCs provide a comprehensive range of transition services to separating and retiring service members and their families. Services include pre-separation counseling, outplacement assistance,

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information and referral services, career and job search assistance, military skills and training verification, enrollment of eligible service members in the public and community service (PACS) registry.

(2) Transition Assistance Program (TAP). A four-day class which assists personnel in transitioning from the military to the civilian sector. Attendees receive information on transition benefits and services. To obtain the greatest benefit from this program, the ideal time to attend is 12 months prior to separation and 36 months prior to retirement. TAP classes are held at the Transition Assistance Center, Building U-93, NAVSTA Norfolk. Hours of Operation are 0700-1600 Monday-Friday. Quota requests can be made by telephone, Naval message (LANTFLT HEDSUPPACT NORFOLK VA //PM-5//) or by e-mail: Tapquotas@nsn.cmar.navy.mil.

i. Employment Assistance. Available for family members, separating and retiring service members, to help in making career decisions and developing employment search skills through counseling, information, and educational programs.

j. Exceptional Family Member Support. FSCs maintain liaison with appropriate military and civilian community support services that provide early intervention, medical, medically related, and special educational services. FSCs provide information, referral, support groups, as needed, for service and family members enrolled in the Exceptional Family Member Program.

k. Counseling and Advocacy Support. Provides clinical counseling, advocacy and support services, victim intervention and related prevention education as follows:

(1) Clinical Counseling Services. FSC counselors assist eligible personnel with individual, marriage, family, and group counseling. Counseling is intended to be short-term solution-focused and limited to defined problem areas (e.g., situational problems such as, occupational, parent/child, marital, or intra-familial problem(s)) rather than long-term which is needed to affect overall personality change associated with "mental disorders" such as chronic depression, schizophrenia, or organic impairment. Counselors work with clients to identify and clarify the nature and extent of their problem(s). Long-term counseling needs are referred to military or civilian medical treatment facilities, if of a medical nature, or to appropriate approved community-counseling resources.

(2) Family Advocacy Program (FAP) Support. FSCs provide a wide range of family violence prevention training to assist commands in reducing and eliminating domestic violence in the Navy. An eight-hour FAP leadership training is offered quarterly for COs/XOs/CMCs/COBs, FAP command points of contact and other leadership personnel.

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(3) Sexual Assault Victim Advocacy. FSCs assist individuals who have been physically, emotionally and sexually abused by conducting situational assessments, developing safety plans and accessing community resources including legal assistance, shelter, medical treatment and victim restitution programs.

(a) Command Representatives. Serve as points of contact for FSC programs and services. These FSC representatives provide personalized service for command leadership, ombudsmen and other personnel working with the FSC. Commands are encouraged to utilize this most effective service.

1754.5 Requesting Services From Hampton Roads Regional FSCs Norfolk, Little Creek, Oceana & Yorktown. Requests for services, such as Return and Reunion Support and Transition Assistance Program quotas, may be submitted by Naval message to LANTFLT HEDSUPPACT NORFOLK VA//PM-5// or by official correspondence to Regional Director, Navy Family Services Center of Hampton Roads, by e-mail at [nfscregional@nsn.cmar.navy.mil](mailto:nfscregional@nsn.cmar.navy.mil), or by fax. The Regional Director, Navy Family Services Center of Hampton Roads and support staff are located at the FSC Norfolk site.

1754.6 The Navy-Marine Corps Relief Society and American Red Cross. To provide support to our military members and their families. These service providers have offices in the Navy Family Service Center, Norfolk. The following is furnished to assist in accessing these organizations' services:

a. Navy-Marine Corps Relief Society. The Hampton Roads Auxiliary, Navy-Marine Corps Relief Society (NMCRS) is a private, non-profit organization, sponsored by the Department of the Navy, but receives no government funding. Navy and Marine Corps conduct an annual fund drive during March. One hundred percent of the funds raised are used for relief purposes - no administrative costs are deducted. Assistance is given as interest-free loans or outright grants. These loans and grants are available for emergency needs, including rent, utilities, food, emergency travel in time of death or illness, funeral expenses, medical bills after CHAMPUS or other insurance payments, dental care, for fire or other disasters, loss of pay records or allotment checks, theft of funds, and certain car repairs. Other services offered include: budget counseling and consumer education, administration of educational loans and grants, layettes for newborns, visiting nurses, food pantry, thrift shops, volunteer opportunities and widow's assistance. Navy-Marine Corps Relief maintains reciprocal agreements with the American Red Cross, Army Emergency Relief, Coast Guard Mutual Aid, and the Air Force Aid Society. Navy and Marine Corps personnel can obtain assistance from these agencies in areas without nearby Naval facilities. The Society National Headquarters stands ready to help stranded personnel. The Hampton Roads Auxiliary, Shipboard Branch, offers aid aboard approximately 60 ships in the Hampton Roads area. These ships have

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NMCRS Representatives on board who are trained and qualified to administer financial aid to crewmembers. After normal working hours, limited NMCRS emergency funds or food assistance are available from FSC Norfolk. Locations and telephone numbers of Navy-Marine Corps Society offices serving Mid-Atlantic Region are listed in Appendix A. To contact the American Red Cross for emergency communications or to seek financial assistance, active duty military and their immediate family members should call the toll free number. For all other requests such as disaster assistance, health and safety classes, volunteer services, blood services, and language band, call 440-1111.